

# COUNTY ADMINISTRATOR

## Clerk of the Board

⇒ **Departmental Goal:** Maintain efficiency in the preparation of meeting agendas, material and services.

### County-wide Goal: *County Resources*

7205

► **Objective:** Maintain the agendas, material and services quality score for Board of Supervisors Regular Sessions at 95%.

→ **Measure:** Percentage score for quality in the preparation of meeting agendas, materials and services.

### ▷ **Strategy:**

7205

1) Review/update the current standard operating procedures to maintain standard creation/preparation times 2) Develop training modules on agenda creation 3) Writing documentation, and other processes 4) Develop standardized wording for common item types, and 5) Make wording available from AgendaQuick's software's "common phrases" module.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
97%	95%	95%	95%	95%

### County-wide Goal: *County Resources*

1204

► **Objective:** Maintain the turnaround time for processes resulting from Board of Supervisors (Board) actions as within 7 business days 80% of the time.

→ **Measure:** Percent of follow-up actions completed within 7 business days.

### ▷ **Strategy:**

7204

1) Continue reviewing current standard operating procedures and update as necessary to maintain preparation times for Board action follow-up and 2) Provide training on standard operating procedures and methods.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
98%	80%	80%	80%	80%

# COUNTY ADMINISTRATOR

## Communications

⇒ **Departmental Goal:** To keep County department heads and elected officials informed.

**County-wide Goal:** *County Resources*

7206

► **Objective:** Annually, to maintain the percentage of customers who rate their overall satisfaction with Communication services as excellent or good at 87%.

→ **Measure:** Percent of customers rating Communication services as excellent or good.

▷ **Strategy:**

7206

1) Continue to broadcast Board of Supervisors meetings 2) Production of The County Line 3) Coordination and access to public programming and oversee the update and training to all content managers utilizing the County's website 4) Continue to find innovative ways of getting the County's message to the public.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
87%	87%	87%	87%	87%

## Elections

⇒ **Departmental Goal:** Taxpayers agree that Election information is easy to understand and vote centers are accessible, convenient.

**County-wide Goal:** *Customer Satisfaction*

1017

► **Objective:** By the next resident survey, increase the percentage of residents who agree that voting information is easy to understand and access to voting services and vote centers is convenient to 84%.

→ **Measure:** Percentage of residents that agree that voting information is easy to understand and access to voting services and vote centers is convenient.

▷ **Strategy:**

7017

1) By 2014 election cycle develop and implement procedures to improve the convenience and operation of vote centers 2) By 2014 election cycle survey the accessibility of vote centers and make improvements as necessary through the use of signage, equipment, and training 3) By 2014 election cycle develop improvements to the Election Services web page.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
84%	85%	86%	87%	88%

# COUNTY ADMINISTRATOR

## Elections

⇒ **Departmental Goal:** To continuously search out ways to improve efficiency.

**County-wide Goal:** *County Resources*

1018

► **Objective:** By 2018, reduce voter wait times at vote centers to 1 hour or less.

→ **Measure:** Average wait time per voter.

▷ **Strategy:**

7018

By 2014, implement all directives in the 2012 After Election Action Report and analyze the impact on voter wait times to reach the Objective.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
1 to 2 hours, up to 4.	15 min or less at GE	30 min or less	30 min or less	30 min or less

⇒ **Departmental Goal:** Voters of Yuma County recognize the importance of voting.

**County-wide Goal:** *Public Awareness, Trust & Participation*

1019

► **Objective:** Reduce the disparity between voter turnout in Yuma County and the statewide average to 4% by 2018.

→ **Measure:** Percent of disparity between voter turnout in Yuma County and statewide average.

▷ **Strategy:**

7019

Implementation of strategies contained in the 2012 Southwest Arizona Futures Forum (SAFF) Voter Turnout Report; 2012 Election After Action Report, and "Check It" Outreach.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
8%	7%	6%	5%	4%

# COUNTY ADMINISTRATOR

## Emergency Management

⇒ **Departmental Goal:** Ensure compliance with the National Emergency Communications Plan, Goal 2.

**County-wide Goal:** *Community Health, Safety and Well-being*

7013

► **Objective:** Increase the percentage of agencies in Yuma County that are in compliance with the Federal Plan to 70% by end of Fiscal Year 14/15.

→ **Measure:** Percent of agencies in compliance.

▷ **Strategy:**

7013

Conduct multi-agency, multi-disciplinary, multi-jurisdictional assessment during a pre-planned event of the member agencies of the Yuma Regional Communication System that can demonstrate response level emergency communications compliance within one-hour of on-scene arrival.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
60%	70%	80%	90%	90%

⇒ **Departmental Goal:** Ensure the Yuma County Emergency Operations Plan is an effective, vital and living document.

**County-wide Goal:** *Community Health, Safety and Well-being*

1014

► **Objective:** By end of FY 13/14, increase the percentage to 80% of the Yuma County Emergency Operation Plan in compliance with the Arizona Department of Homeland Security requirements and CPG 101.

→ **Measure:** Percent of the Yuma County Emergency Operations Plan in compliance with Arizona Department of Homeland Security requirements.

▷ **Strategy:**

7014

Review sections, seek stakeholder input, modify existing document for compliance with new regulations and effectiveness following incidents or training.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
80%	85%	90%	95%	95%

# COUNTY ADMINISTRATOR

## Emergency Management

⇒ **Departmental Goal:** Ensure Yuma County Community Readiness.

**County-wide Goal:** *Community Health, Safety and Well-being*

7015

► **Objective:** Increase the number of preparedness and/or emergency events or trainings held annually to 35 by end of FY 13/14.

→ **Measure:** Number of preparedness and or emergency management events or training held annually.

► **Strategy:**

7015

Sponsor or participate in community awareness events or host training via the use of OEM or Citizens Corps Council representatives.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
35	40	40	45	50

⇒ **Departmental Goal:** Ensure Yuma County Emergency Preparedness.

**County-wide Goal:** *Community Health, Safety and Well-being*

7016

► **Objective:** Increase the percentage of responding county employees and first responder/provider community compliant with the National Incident Management System (NIMS) approved Incident Command System Courses (ICS) to 45% by end of FY 13/14.

→ **Measure:** Percent of responding county employees and first responder/provider community compliant with NIMS approved ICS courses.

► **Strategy:**

7016

Continue to reinvigorate, emphasize the readiness process by keeping county employees and responder/provider community compliant with ICS classes.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
45%	50%	55%	60%	65%

# COUNTY ADMINISTRATOR

## Grants

⇒ **Departmental Goal:** To enhance potential for grant funding opportunities for County Departments.

**County-wide Goal:** *Community Health, Safety and Well-being*

1231

► **Objective:** By FY17/18, Increase outreach to County Departments to facilitate grant opportunities and grant application processes.

→ **Measure:** Number of departments assisted each year.

▷ **Strategy:**

7231

1) Meet with County Department staff to identify needs. 2) Research grants opportunities. 3) Assist with grant application.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
0	2	4	6	8

⇒ **Departmental Goal:** To compile a comprehensive data base of free grant search engines and websites.

**County-wide Goal:** *County Resources*

1232

► **Objective:** By 2018, develop and maintain a data base of grant search engines and websites with no cost association.

→ **Measure:** Percentage of data base development.

▷ **Strategy:**

7232

1) Obtain existing websites and search engines utilized by County Departments. 2) Research for additional resources outside the agency. 3) Develop a program for easy access by staff and the community.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
0%	25%	50%	75%	100%

# COUNTY ADMINISTRATOR

## Legislative Services

⇒ **Departmental Goal:** To keep County department heads and elected officials informed.

**County-wide Goal:** *County Resources*

1094

► **Objective:** Increase the percentage of customers who rate their overall satisfaction with access to legislative services as excellent or good to 87% by FY17/18.

→ **Measure:** Percent of customers rating access to legislative services as excellent or good.

▷ **Strategy:**

7094

1) Coordination with County departments to identify legislative needs 2) Promotion of the County's legislative agenda with statewide associations and 3) Increase communications to department head and elected officials on current legislative issues.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
85.0%	85.5%	86.0%	86.5%	87.0%

## Office of Management & Budget

⇒ **Departmental Goal:** To provide comprehensive budget services.

**County-wide Goal:** *Customer Satisfaction*

1054

► **Objective:** By 2018, have 91% of survey respondents rate annual budget preparation services as excellent or good.

→ **Measure:** Percent of customer satisfaction rating for budget services.

▷ **Strategy:**

7054

1) Annually review the process to identify improvements 2) Solicit feedback from preparers 3) Cross train staff 4) Prepare written instructions.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
91.0%	90.0%	90.5%	91.0%	91.0%

# COUNTY ADMINISTRATOR

## Office of Management & Budget

### County-wide Goal: *County Resources*

1060

- **Objective:** By 2018, increase the percentage of outstanding ratings on mandatory criteria in the Government Finance Officers Association (GFOA) Distinguished Budget Document program to 50%.

→ **Measure:** Percent of outstanding ratings on mandatory criteria.

► **Strategy:**

7060

(1) Research best practices for each mandatory criteria (2) Implement the practices that work best for Yuma County (3) Continue to attend GFOA trainings on budget practices and documents.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
50%	40%	45%	50%	50%

## Risk Management

⇒ **Departmental Goal:** Develop and implement an Enterprise Risk Management Program.

### County-wide Goal: *County Resources*

1202

- **Objective:** By 2018, to complete 100% of the strategies to implement a County Enterprise Risk Management Program.

→ **Measure:** Percent of strategies completed

► **Strategy:**

7202

1) Establish the internal and external contexts 2) Risk identification 3) Risk analysis 4) Risk evaluation 5) Risk treatment and 6) Work closely with departments in developing an entity-wide risk management program base on the ISO 31000 guidelines.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
20%	40%	60%	80%	100%



# COUNTY ADMINISTRATOR

## Risk Management

⇒ **Departmental Goal:** To be accepted into OSHA's Public Entities Partnership Program (PEPP).

**County-wide Goal:** *County Resources*

1203

► **Objective:** By 2018, to have 100% of County departments in compliance with the OSHA standards required for PEPP certification.

→ **Measure:** Percentage of County departments brought into compliance with the OSHA standards required for PEPP certification.

▷ **Strategy:**

7203

1) Advise departments of what is required of them to meet PEPP standards 2) Work closely with them in identifying where they fail to meet the standards, and 3) Assist them in modifying operation and procedures to obtain compliance.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
20%	40%	60%	80%	100%